ProQuest Statistical Insight: Accessibility Conformance Report
International Edition
(Based on VPAT® Version 2.4)

Name of Product/Version: ProQuest Statistical Insight, version 1.41

Product Description: From proquest.com:

"Built to find and retrieve statistical content, the Statistical Insight Collection spans millions of full-text reports and more than 1 million published tables on thousands of different topics. It provides fast and easy access to statistical information produced by U.S. federal agencies, states, private organizations, and major intergovernmental organizations. It also offers broad perspectives and insight on long-term national trends and implications paired with the ability to narrow results. Whether users are looking for tables, statistical reports, publication abstracts, or datasets, results are ranked by relevance. Faceted search results can then be filtered by document type, source, date published, geographic area, and more."… Institutions can subscribe to any combination of three modules: US Federal statistical publications, State government and business statistical reports, and International statistical publications from the UN, OECD, EU, etc.

Date: March, 2021

Contact information: email.technicalsupport@proquest.com

Notes: This report based on current version 1.41, launched in March, 2014.

Evaluation Methods Used: Methods and tools:

- WebAim's WAVE (Web Accessibility Evaluation tool)
- Color Contrast Analyzer tool
- NVDA (NonVisual Desktop Access) screen-reader utility
- Keyboard-access manual testing and assessment
- High Contrast Chrome extension
- Chrome and Firefox browser

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes
Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• The tables which make up most of Statistical Insight are not themselves accessible (missing \<th\> and other id attributes for data and header cells, they are available as an accessible spreadsheets in XLS and PDF formats - which can be downloaded and read in an accessible way in Excel, or Adobe Reader or read in the browser window as pdfs. • There is a link in the pdf reader which allows the user to download the pdf • Most decorative images, and spacer text, do not have alt text, so they will be ignored by assistive technology. **Exception**: - some PDFs are tagged for accessibility while others are missing the components listed above in the first bullet - horizontal rules are not ignored by assistive technology - the links to download the pdf or xls don't indicate it will open a new window Conformance determined with combination of NVDA, WAVE toolbar, Colour Contrast Analyzer, keyboard, observation, product use

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Statistical Insight does not provide audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Statistical Insight does not provide audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Statistical Insight does not provide audio or video content.

Criteria	Conformance Level	Remarks and Explanations

1.3.1 Info and Relationships (Level A)
Also applies to:
 	
EN 301 549 Criteria
 	
• 9.1.3.1 (Web)
• 10.1.3.1 (Non-web document)
• 11.1.3.1.1 (Open Functionality Software)
• 11.1.3.1.2 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
 	
Revised Section 508
 	
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Supports	• The site employs the following to support this:
		   • ids for form controls
		   • Markup for lists & headings
		   • CSS to control the visual presentation of text
		   • Correct use of semantic markup (bold, italics, etc.)
		Conformance determined with keyboard, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Content is ordered in a meaningful sequence, even when page styling is turned off. • 'Skip' links, are provided to allow bypass of navigation where appropriate Conformance determined with combination of NVDA, WAVE toolbar, keyboard, observation, and product use.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Instructions do not depend on sensory characteristics of shape, size, visual location, orientation, or sound. Conformance determined with combination of NVDA, WAVE toolbar, Colour Contrast Analyzer, Chrome High Contrast extension, keyboard, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations

1.4.1 Use of Color (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.1 (Web)
   • 10.1.4.1 (Non-web document)
   • 11.1.4.1 (Open Functionality Software)
   • 11.1.4.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Both color and format are used to enhance usability by drawing attention to certain areas of the screen. For example, color and formatting not only highlight the data structure of search results items, but also draw attention to primary tasks on the filter menu – for items like "Sort", "Search" and "Apply"
		• As mentioned above color is not the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element- formatting styles are also used throughout.
		
		Conformance determined with WAVE toolbar, Colour Contrast Analyzer, Chrome High Contrast extension, keyboard, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• Statistical Insight does not provide audio or video content.

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.1 (Web)
   • 10.2.1.1 (Non-web document)
   • 11.2.1.1.1 (Open Functionality Software)
   • 11.2.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Partially Supports	This product is designed for keyboard access. Product functionality is available and executable from a keyboard.
		
		Exception:
		• Date sliders are not keyboard accessible with screen readers on. (while you can use left and right arrow keys to move date sliders – this doesn't work with screen readers on)
		• Format options on the download menu for related tables are not able to be selected solely with the keyboard
		
		Conformance determined with keyboard, observation, and product use. Tested with NVDA screen reader v2020.4 and Chrome.

Criteria	Conformance Level	Remarks and Explanations

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.2 (Web)
   • 10.2.1.2 (Non-web document)
   • 11.2.1.2 (Open Functionality Software)
   • 11.2.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Supports	• Focus can be moved to and away from components using only a keyboard.
		
		  Conformance determined with keyboard, observation, and product use.

2.1.4 Character Key Shortcuts (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.4 (Web)
   • 10.2.1.4 (Non-web document)
   • 11.2.1.4.1 (Open Functionality Software)
   • 11.2.1.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	• There is one keyboard shortcut – but it is not a single key short cut.
		
		Conformance determined with keyboard, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• Statistical Insight does not implement time/timing constraints with respect to content access.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	• There is no moving, blinking, scrolling, or auto-updating information on this site Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.3.1 (Web)
   • 10.2.3.1 (Non-web document)
   • 11.2.3.1 (Open Functionality Software)
   • 11.2.3.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not applicable	• This product does not use flashing or blinking elements in the user interface.
		
		Conformance determined using manual visual checks

Criteria	Conformance Level	Remarks and Explanations

2.4.1 Bypass Blocks (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.1 (Web)
   • 10.2.4.1 (Non-web document) – Does not apply
   • 11.2.4.1 (Open Functionality Software) – Does not apply
   • 11.2.4.1 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	• 'Skip' links are present on every page and provide the user with a way to skip repetitive navigation.
		
		Conformance determined with observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	- Most Statistical Insight pages have descriptive page titles. **Exception**: - All individual document pages just say "Statistical Document" in the page title instead of the name of the actual document Conformance determined with observation, and product use.

Criteria	Conformance Level	Remarks and Explanations

2.4.3 Focus Order (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.3 (Web)
   • 10.2.4.3 (Non-web document)
   • 11.2.4.3 (Open Functionality Software)
   • 11.2.4.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Logical tab order is correct on all pages.
		
		Conformance determined with observation, keyboard, and product use.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.4 (Web)
   • 10.2.4.4 (Non-web document)
   • 11.2.4.4 (Open Functionality Software)
   • 11.2.4.4 (Closed Software
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	All the links within the Statistical Insight product are clearly labeled in.
		
		Conformance determined with testing all links with the WAVE Chrome plug in, in addition to spot checking through observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.1 (Web)
   • 10.2.5.1 (Non-web document)
   • 11.2.5.1 (Open Functionality Software)
   • 11.2.5.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not applicable	• Statistical Insight does not include any path based gestures. All interactions are single or double click based.
		
		Conformance determined through observation, keyboard, and product use.

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.2 (Web)
   • 10.2.5.2 (Non-web document)
   • 11.2.5.2 (Open Functionality Software)
   • 11.2.5.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	• Most actions in Statistical Insight actions are triggered on the up event, and have a way to back out of any action.
		• The areas, notably the date slider, which do have actions triggered by an down action, can also be used with the keyboard, and are easily reversed.
		
		Conformance determined through observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	• Most links and form elements have accessible names which reflect their purpose **Exceptions:** - The links to other databases have only "external link" as their title. - Some links are missing accessible names - Tabs and items in search results are missing unique accessible names with labels - Links to abstracts of related documents in a series document don't have accessible names Conformance determined through observation, examination of code, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.5.4 (Web)
   • 10.2.5.4 (Non-web document)
   • 11.2.5.4 (Open Functionality Software)
   • 11.2.5.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not applicable	This product doesn't use any motion actuation to initate any actions.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.1 (Web)
   • 10.3.1.1 (Non-web document)
   • 11.3.1.1.1 (Open Functionality Software)
   • 11.3.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Site pages include <html lang="en"> in the header tags
		
		Compliance determined with observation, and consultation of the relevant WCAG standard.

Criteria	Conformance Level	Remarks and Explanations

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.1 (Web)
   • 10.3.2.1 (Non-web document)
   • 11.3.2.1 (Open Functionality Software)
   • 11.3.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Context is not changed on focus alone.
		
		Conformance determined with WAVE, observation, keyboard, and product use.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.2 (Web)
   • 10.3.2.2 (Non-web document)
   • 11.3.2.2 (Open Functionality Software)
   • 11.3.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Context is not changed automatically – appropriate controls are provided
		
		Conformance determined with observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
• 9.3.3.1 (Web)
• 10.3.3.1 (Non-web document)
• 11.3.3.1.1 (Open Functionality Software)
• 11.3.3.1.2 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
Revised Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Supports	• Errors are displayed in response to faulty character strings ,or when no results are found for a search.
		• Methods to alert users to errors include:
		  • Text alerts on the top of the page to surface errors
		  • Test alerts in context, within dialogue box or within focus area
		  • Both of these methods are prefaced with <div class="error_message"> in the code
		
		Conformance determined with observation, keyboard, and product use.

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• Labels have been added to all most form controls. **Exception:** - There are some non-required inputs which do not have labels when the styles are turned off Conformance determined with a combination of WAVE, NVDA, observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.4.1.1 (Web)
    • 10.4.1.1 (Non-web document)
    • 11.4.1.1.1 (Open Functionality Software)
    • 11.4.1.1.2 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Supports	• Pages conform to HTML web standards
		
		Conformance determined with observation, keyboard, and product use.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.4.1.2 (Web)
    • 10.4.1.2 (Non-web document)
    • 11.4.1.2.1 (Open Functionality Software)
    • 11.4.1.2.2 (Closed Software) – Not required
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	• Standard HTML controls are used.
		
		Exception:
		  - There are a few non-required form inputs which do not have labels when you turn off the css styles.
		
		Conformance determined with WAVE, observation, keyboard, and product use.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.4 (Web)
    • 10.1.2.4 (Non-web document)
    • 11.1.2.4 (Open Functionality Software)
    • 11.1.2.4 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Not applicable	• Statistical Insight does not provide audio or video content.

Criteria	Conformance Level	Remarks and Explanations

1.2.5 Audio Description (Prerecorded) (Level AA) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.5 (Web)
   • 10.1.2.5 (Non-web document)
   • 11.1.2.5 (Open Functionality Software)
   • 11.1.2.5 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not applicable	• Statistical Insight does not provide audio or video content.

1.3.4 Orientation (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.4 (Web)
   • 10.1.3.4 (Non-web document)
   • 11.1.3.4 (Open Functionality Software)
   • 11.1.3.4 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	• Statistical Insight is not programmatically locked into any one orientation mode.
		• If you access the site using a different orientation content and navigation re-flows to allow full access in the new orientation.
		
		Conformace determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations

1.3.5 Identify Input Purpose (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.1.3.5 (Web)
    • 10.1.3.5 (Non-web document)
    • 11.1.3.5.1 (Open Functionality Software)
    • 11.1.3.5.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	• Input boxes and form links have descriptive labels that are accessible and able to be read by assistive technologies
		
		Exceptions:
		- Filter selections on search results don't include "Narrow by" when reading title of filters
		- Check boxes on search results don't read the name of the document with the check box
		- On the advanced search page – the "Index Terms" link doesn't read the full label – only linked text "Index Terms"
		
		Conformance determined with WAVE, observation, NVDA screen reader, and product use

Criteria	Conformance Level	Remarks and Explanations

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.3 (Web)
   • 10.1.4.3 (Non-web document)
   • 11.1.4.3 (Open Functionality Software)
   • 11.1.4.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	• ASCII and image-based text meet the recommended color contrast ratio
		
		Conformance determined with WAVE, Color Contrast Analyzer, observation and product use.

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.4 (Web)
   • 10.1.4.4 (Non-web document)
   • 11.1.4.4.1 (Open Functionality Software)
   • 11.1.4.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	• Text can be resized without assistive technology up to 200% without degrading utility or readability.
		• Acrobat Reader 'zoom' utility and Table Preview zoom controls enlarge content without degradation of user experience.
		
		Conformance determined with browser and PDF viewer zoom controls.

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.5 (Web)
    • 10.1.4.5 (Non-web document)
    • 11.1.4.5.1 (Open Functionality Software)
    • 11.1.4.5.2 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Partially Supports	• HTML/CSS is used to represent visual presentation whenever possible.
		• Text in all functional areas of the site, like search forms, as well as versions of site content is accessible.
		• Image-based table content is sometimes available in spreadsheet (XLS), and always available as a PDF format. Both format alternatives are accessible using Excel or PDF to read the content. The user may need to download the PDF and open it in the Adobe Reader to read it in an accessible manner.
		
		Exception:
		  - Some PDFs provide tables as images without image tags describing the content of the table. These are the only places where images of the text are not accessible.
		  - The user should not experience any loss of functionality as a result of this exception.
		
		Conformance determined with observation, zoom, and product use.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	• When the page is resized the content reflows and is still readable. Conformance determined with observation and product use.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	• There is sufficient contrast for all of the content. Conformance determined with WAVE, Color Contrast Analyzer, observation and product use.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	• When you adjust the text spacing most of the content will re-flow and is readable, functionality is not affected **Exception:** On some of the visual elements the text labels disappear when you adjust the line spacing for the text on the page. (for example : "Document Sections" label of the side table of contents disappears at some heights) Conformance determined with observation, line height and text sizing, and product use.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	• All tooltips and hoverable content are dismissable using the ESC key without moving the focus off • All tooltips and hoverable content remain visible until dismissed manually or the focus is moved off **Exception:** When the tooltips content is visible – if you try to hover over the content – it disappears and is not hoverable Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations

2.4.5 Multiple Ways (Level AA)
Also applies to:
    EN 301 549 Criteria
      • 9.2.4.5 (Web)
      • 10.2.4.5 (Non-web document) – Does not apply
      • 11.2.4.5 (Open Functionality Software) – Does not apply
      • 11.2.4.5 (Closed Software) – Does not apply
      • 11.8.2 (Authoring Tool)
      • 12.1.2 (Product Docs)
      • 12.2.4 (Support Docs)
    Revised Section 508
      • 501 (Web)(Software) – Does not apply to non-web software
      • 504.2 (Authoring Tool)
      • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	• More than one way is available to locate the main pages of the site.
		• For instance, top navigation provides links to Basic and Advanced Search, as does the left hand panel and site map which can be accessed from the footer. All main pages of the site provide a search form, so users can access content.
		
		Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations

2.4.6 Headings and Labels (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.2.4.6 (Web)
    • 10.2.4.6 (Non-web document)
    • 11.2.4.6 (Open Functionality Software)
    • 11.2.4.6 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Partially Supports	• Statistical Insight provides markup for all page headings and on-page labels, and H1 tags are defined on all pages.
		
		Exception:
		- There are some non-required input fields which are missing labels if you turn off CSS styles.
		
		Conformance determined with WAVE, observation, and product use

2.4.7 Focus Visible (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.2.4.7 (Web)
    • 10.2.4.7 (Non-web document)
    • 11.2.4.7 (Open Functionality Software)
    • 11.2.4.7 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	• When using the keyboard to navigate, the element that has focus has a visual indicator.
		
		Conformance determined with keyboard use, observation and product use.

Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
Also applies to:
    EN 301 549 Criteria
       • 9.3.1.2 (Web)
       • 10.3.1.2 (Non-web document)
       • 11.3.1.2 (Open Functionality Software) – Does not apply
       • 11.3.1.2 (Closed Software) – Does not apply
       • 11.8.2 (Authoring Tool)
       • 12.1.2 (Product Docs)
       • 12.2.4 (Support Docs)
    Revised Section 508
       • 501 (Web)(Software)
       • 504.2 (Authoring Tool)
       • 602.3 (Support Docs)
	Partially supports	Most PDF content is in English without additional language content.
		
		• Exception: Some PDF content includes text in a different language from the primary language (English) of content in Statistical Insight. The site is not coded to identify changes to language in the content.
		
		Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	• The primary site navigation links appear in the same place and the same order on every page of the site. Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Page elements and feature labels (as used) are consistent. (Code reflects Title, Name, and ID for most controls.) Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.3.3 (Web)
    • 10.3.3.3 (Non-web document)
    • 11.3.3.3 (Open Functionality Software)
    • 11.3.3.3 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Partially Supports	• Type ahead with search terms suggestions is implemented in search forms.
		
		Exception:
		  - Suggestions on how to modify searches is not provided when searches retrieve 0 results.
		
		• Conformance determined with product use and observation.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.3.4 (Web)
    • 10.3.3.4 (Non-web document)
    • 11.3.3.4 (Open Functionality Software)
    • 11.3.3.4 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not applicable	• The user does not encounter any of the following kinds of experiences in Statistical Insight: legal, financial, data, user test responses.
		
		Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	• There is significant messaging around actions, success of actions, and errors. **Exceptions:** When your search query returns no results there aren't any recommendations for how to change it to improve results Conformance determined with WAVE, observation, and product use

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	• This product is coded to work with screen readers and other assistive technologies. <u>Exceptions</u>: • some page content—in text, PDF, or XLS formats—may not be accessible to a screen reader.

Criteria	Conformance Level	Remarks and Explanations
		• Some form elements are missing labels when CSS styles are turned off. • You are unable to adjust the date slider in the filters section with the screen reader on. Conformance determined with manual keyboard testing, Color Contrast Analyzer, WAVE toolbar, NVDA screen reader, and observation.
302.2 With Limited Vision	Partially Supports	• This product is coded to work with screen readers and other assistive technologies. **Exceptions**: • some page content—in text, PDF, or XLS formats—are missing accessible tags for the tables to be read with assistive technologies • Page titles for the document views are not unique. • You are unable to adjust the date slider in the filters section with the screen reader on. Conformance determined with manual keyboard testing, Color Contrast Analyzer, WAVE toolbar,

Criteria	Conformance Level	Remarks and Explanations
		NVDA screen reader, and observation.
302.3 Without Perception of Color	Supports	• Contrast between text and background passes AA for both regular and large text. • Color is always used in addition to formatting styles like bold, italics or text size to convey meaning. • 'Grayscale' and 'Increased Contrast' modes in the Chrome High Contrast extension render good contrast results across the site. Conformance determined with Color Contrast Analyzer, Chrome High Contrast extension, WAVE, product use, and observation.
302.4 Without Hearing	Not applicable	• Statistical Insight does not provide audio or video content, playback, or feedback.
302.5 With Limited Hearing	Not applicable	• Statistical Insight does not provide audio or video content, playback, or feedback.
302.6 Without Speech	Not applicable.	• Statistical Insight does not require user speech input.

Criteria	Conformance Level	Remarks and Explanations
		• Conformance determined with product use, and observation.
302.7 With Limited Manipulation	Partially Supports	• Screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced, and they respond to other devices used to interact with areas on the screen, as well as being able to work with screen readers). • Links and form elements can be accessed using the tab key **Exceptions**: Date sliders are not keyboard accessible with screen reader turned on. Conformance determined with manual keyboard testing, product use, and observation, and using NVDA 2020.4 screen reader.
302.8 With Limited Reach and Strength	Supports	• At least one mode of operation is operable with limited reach and limited strength. Conformance determined with

Criteria	Conformance Level	Remarks and Explanations
		manual keyboard testing, product use, and observation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	• Statistical Insight does not include audio or video content that could play on load or otherwise distract the user. • A sitemap is available to help users identify and navigate a small set of application pages. • Results pages are displayed using a consistent set of page elements, options, and behaviors. • Elements on the page are placed in an expected manner – radio/check boxes on the left, form components are logically grouped. **Exceptions:** - Some form input fields for non-required elements are missing labels if you turn off CSS styles - Captions for images of tables are not descriptive of what data the tables contain • Conformance determined with a combination of WAVE, NVDA,

Criteria	Conformance Level	Remarks and Explanations
		manual keyboard testing, product use, and observation.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	• This product does not interfere with accessibility features that are available through the user's operating system or browser. For eample, users can resize text Conformance determined with manual keyboard testing, product use, and observation.
502.2.2 No Disruption of Accessibility Features	Supports	• Statistical Insight does not interfere with user-controlled browser and operating system accessibility features. Conformance determined with manual keyboard testing, product use, and observation.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	• Most form elements and controls have labels

Criteria	Conformance Level	Remarks and Explanations
		Exceptions: • Some non-required form inputs don't have labels when you turn CSS styles off • Statistical Insight does not use Aria attributes to convey the role, state, and description of user interface elements to assistive technologies. Conformance determined with manual keyboard testing and observation.
502.3.2 Modification of Object Information	Partially Supports	• States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users can change focus and expand and collapse panels using a keyboard only. **Exception**: Screen readers do not announce the name of the collapse control, or its state. Conformance determined with manual keyboard testing, screen reader, and observation.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Partially Supports	• Statistical Insight presents tables as static images. Statistical Insight makes some of the tables available in downloadable PDF format. When viewed in Acrobat, table data and column headers and row names are mostly accessible to assistive technologies. • Some tables are also available for download in .xls format. **Exception:** - Some table PDFs aren't tagged with proper table row and column headers so they can be accurately read with a screen reader Conformance determined with a combination of WAVE, NVDAm manual keyboard testing and observation.
502.3.4 Values	Partially Supports	• Statistical Insight uses standard HTML controls, which make the control accessible to assistive technology. **Exception**: - Values in Date sliders on search results are not easily understood using a screen reader

Criteria	Conformance Level	Remarks and Explanations
		- You are unable to adjust the value of the date slider with a screen reader on. Conformance determined with NVDA screen readers, manual keyboard testing and observation.
502.3.5 Modification of Values	Supports	• Values that can be set by the user (the date slider on seach results) can be set using the keyboard, and the values are accessible to a screen reader. Conformance determined with 508 standards review and product observation.
502.3.6 Label Relationships	Partially Supports	• Most form elements have labels **Exception:** - Some non-required form inputs don't have labels when CSS styles are turned off Conformance determined with 508 standards review and product observation.
502.3.7 Hierarchical Relationships	Supports	• Hierarchical (parent-child) relationships are determinable and keyboard accessible.

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with 508 standards review and product observation.
502.3.8 Text	Partially Supports	• Standard HTML code is used for displaying text used on the screen. Text styling is controlled through cascading style sheets. **Exception**: - Table text is often only presented in an image, but also has a PDF equivalent that can be read (though not always tagged with appropriate table row and column labels) Conformance determined with 508 standards review and product observation.
502.3.9 Modification of Text	Supports	• Users are able to insert, delete, copy and paste text into search fields and forms. This text can be modified using assistive technology. Conformance determined with 508 standards review and product observation.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Supports	• The use of standard HTML controls should make the list of actions for any given control accessible to assistive technologies. Conformance determined with 508 standards review and product observation.
502.3.11 Actions on Objects	Supports	• This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects (for instance, copy, paste, etc.). Conformance determined with 508 standards review and product observation.
502.3.12 Focus Cursor	Supports	• Statistical Insight takes advantage of the operating system / browser-provided (default) method for conveying current focus. Conformance determined with 508 standards review and product observation.
502.3.13 Modification of Focus Cursor	Supports	• Statistical Insight uses operating system / browser default methods for communicating focus/cursor/caret position.

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with 508 standards review and product observation.

502.3.14 Event Notification	Supports	• This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary.
		• For example:
		  • Users are notified when their search results have been filtered.
		  • Users are notified when an email has been sent
		
		Conformance determined with 508 standards review and product observation.

502.4 Platform Accessibility Features	Supports	• This product does not interfere with system features to:
		  • Enable sequential entry of multiple (chorded) keystrokes (9.3.3)
		  • Provide adjustment of delay before key acceptance (9.3.4)

Criteria	Conformance Level	Remarks and Explanations
		- Provide adjustment of same-key double-strike acceptance (9.3.5) - Provide screen reader support. Note: both NVDA and Adobe Reader's Read Out Loud can access text content (10.6.9) - Image captions are displayed as available in PDF content (10.7.1) - Statistical Insight does not provide audio or video content (10.6.7 and 10.6.8) Conformance determined with 508 standards review and product observation.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Statistical Insight observes browser-based accessibility settings, such as Chrome's High Contrast extension. Conformance determined with 508 standards review, Chrome High Contrast extension, and product observation.
503.3 Alternative User Interfaces	Not applicable	Statistical Insight does not provide alternative user interfaces.

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with 508 standards review and product observation.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	• Statistical Insight does not provide audio or video content.
503.4.2 Audio Description Controls	Not applicable	• Statistical Insight does not provide audio or video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.x](#) section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	• Statistical Insight does not allow for user-authoring of content.
504.2.2 PDF Export	Not applicable	• Statistical Insight does not allow for user-authoring of content.
504.3 Prompts	Not applicable	• Statistical Insight does not allow for user-authoring of content.
504.4 Templates	Not applicable	• Statistical Insight does not allow for user-authoring of content.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	- Customer Support has access to all documentation and accessibility reports for the product which they can share out and use to respond to any requests. **Exceptions:** - Customer support interfaces with product teams to provide answers to user enquiries around accessibility concerns - Statistical Insight does have a few keyboard shortcuts, these are not documented in the product support documentation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Partially Supports	• An Accessibility page is provided, which includes links to accessibility compliance statements. **Exception:** - There are a few keyboard shortcuts, but these are not documented on the site.

603.3 Accommodation of Communication Needs	Supports	• ProQuest Technical Support is ready to help users of assistive technology as stated in the 'Support' section of this page: https://www.proquest.com/company/ProQuest-ADA-Compliance.html
		• Support services are available to accommodate communication needs of end users with disabilities.
		• Users can communicate with customer support via:
		  ➢ Phone
		  ➢ Email
		  ➢ Chat
		  ➢ Contact Us web form

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